

Abstract

Kebab Turki Baba Rafi is a franchise Middle-East fastfood company which is growing. Because the the trade system is franchise , so its business process from central must working well. Especially directly connect with service to Franchisee side. In 2008, this company have been going international. With rapid growth, this company's business process is still unefficient and partial. Due to it has been done partially, the administration data don't intergrate well, so taking much time for getting information from those data.

Author will do improvement to business process company by Business Process Improvement method. Until efficiency from business process can be improved and those administration data company can be well -intergrated .

One analyzing result of existing business process is doing automatization (one of streamlining BPI). It is developing a software " Kebab Turki Baba Rafi Information System ".

Kebab Turki Baba Rafi Information System application can improve efficiency of process business company 0,16 (from 0,62 to 0,78). Business activities are lessen from 13 activities (from 50 activities to 37 activities). Furthermore, the administration data company can be intergrated. So needless much time to get an information.

Keywords: Business Process Improvement (BPI), streamlining, Franchisee, Information System, efficiency, integrate, automatization.